



THE COMPLETE UTILITY AUDIT CHECKLIST

● 1. BILLING LINE-ITEM VERIFICATION (On the bill)

These are the visible errors:

- Incorrect rate plan applied
- Wrong seasonal rates
- Duplicate charges
- Incorrect meter read start/stop
- Incorrect meter multipliers (VERY common)
- Wrong kWh / kW / Therm conversions
- Demand charges miscalculated
- Power factor penalties misapplied
- Incorrect taxes or surcharges
- Storm recovery charges misapplied
- Charges for services the customer does not have
- Expired surcharges still being billed
- Incorrect customer class
- Meter read estimated too frequently
- Time-of-use billing errors (peak/off-peak)
- Fuel cost adjustments misapplied
- Delivery vs supply charges are inconsistent
- Rate riders missing or incorrectly included
- Incorrect renewable portfolio charges
- Franchise fee errors
- Environmental fee duplications
- Late fees charged in error
- Payment not applied correctly
- "Ghost meter" charges (meter on account that no longer exists)



● 2. HIDDEN ERRORS IN THE UTILITY'S BACK-END SYSTEM

(Never shown on the bill — the customer would have no idea)

These are the errors most customers don't realize even exist.

Meter Configuration Errors

- Wrong meter type linked to the account
- Wrong load profile assigned
- Incorrect voltage level classification
- Incorrect service class
- Incorrect phase assigned (single-phase vs three-phase)
- Wrong meter multiplier in their system (different from the bill)
- Meter not properly registered in the AMI or MDMS system
- Meter firmware issues (documented across many AMI systems)

Rate & Tariff Classification Errors

- Wrong tariff category applied
- Wrong demand threshold level
- Customer placed in higher-cost rider class by default
- Customer not moved to a cheaper rate when eligible
- Failure to apply contractually negotiated tariffs
- Failure to update rate after equipment changes
- Utility system defaulting customer to "standard rate" after software updates
- Wrong load factor assumptions
- Incorrect TOU group assignment
- Not applying large usage discounts
- No application of economic development incentives
- Not granting exemptions the customer qualifies for (nonprofit, manufacturing, agricultural, etc.)

Billing System Coding Errors

- System default errors after software or billing platform upgrades
- Data mapping errors between field meters and billing accounts
- Zeroing errors (decimal placement issues)
- Incorrect meter serial number tied to account
- Mis-assigned premise number
- Billing cycle overlap causing double charging
- Meter replacement not updated in the billing system
- "Stranded meters" — meters still active in the system but removed in the field
- Duplicate account identifiers
- Accounts marked as "active" when service is terminated
- Incomplete rate updates after tariff changes
- Errors introduced during utility mergers or acquisitions

● 3. HISTORICAL USAGE ANALYSIS & ANOMALIES

- Compare usage year-over-year for anomalies
- Validate meter read intervals
- Look for sudden, unexplained spikes
- Identify drops that don't match business seasonality
- Verify demand charges compared with actual operational load
- Equipment-based load validation
- Identify usage patterns inconsistent with the rate plan
- Identify "billing overlap" scenarios
- Extremely common: Account billed for tenant before/after occupancy periods
- Errors in start/stop service dates
- Non-weather-adjusted billing anomalies
- Duplicated usage from overlapping meters

● 4. STRUCTURAL & REGULATORY ERRORS

- Improper implementation of PSC/PUC-ordered rate changes
- Utility failing to apply efficiency credits
- Wrong application of power-factor penalties
- Incorrect treatment of behind-the-meter generation
- Solar net-metering credits miscalculated
- Demand response credit errors
- Renewable energy credit (REC) misapplication
- Incorrect application of state-mandated caps
- Failure to update account per regulatory filings
- Failure to issue required refunds after rate cases
- Incorrect cost adjustments due to storms/outages
- Utility billing during outage periods
- Utility billing during meter replacement periods

● 5. PHYSICAL METER / FIELD-LEVEL ERRORS

These errors are common but almost NEVER considered by the customer:

- Meter installed backwards
- Meter programmed incorrectly
- Meter not calibrated
- Broken CTs or PTs (current/voltage transformers)
- CT ratio errors
- Meter magnetic interference
- Cross-wired meters
- Two tenants swapped meters
- Meter serving a different suite/building than billed
- Wrong meter assigned during construction
- Smart meter sending corrupted data
- Failed meter that defaults to estimated usage
- New meter installed, but old meter still being billed
- Gas meter registry errors
- Water meter leaks/misreads

6. SUPPLIER / THIRD-PARTY BILLING ERRORS

- Incorrect usage from EDI data transfers
 - Supplier using the wrong utility rate class
 - Incorrect price-per-kWh applied
 - Incorrect contract start date
 - Incorrect contract end date
 - Supplier's billing not matching utility intervals
 - Shadow billing differences
 - Incorrect load-shape allocation
 - Incorrect capacity or transmission tags
 - Taxability errors
 - Supply charges for non-enrolled periods
 - Supplier charging the wrong fixed adder
 - Market-based rate miscalculations
 - Mismatch between supply and delivery usage
 - Supplier billing for "placeholder" accounts in error
 - Supplier not applying contracted credits
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7. TAXES, EXEMPTIONS, FEES, AND CREDIT ERRORS

- Tax-exempt organizations charged tax
 - Incorrect municipal fee rates
 - Wrong franchise fees
 - Incorrect utility-specific riders
 - Failure to apply rebates
 - Failure to apply solar or DER credits
 - Failure to apply efficiency incentives
 - Over-billing of state regulatory fees
 - Misapplied late fees
 - Incorrect city/local surcharges
 - Incorrect environmental impact fees
 - Duplicate fees
 - Fees from old programs are still being charged
 - Recovery fees after program expiration
 - Storm charges billed for customers outside the affected area
 - Undisclosed adjustments
 - Administrative fees billed incorrectly
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8. CONTRACT / TARIFF COMPLIANCE AUDIT

- Validate all published tariff rules
- Ensure billing matches tariff language
- Ensure feeder classification matches system documentation
- Check if the customer qualifies for alternative tariffs
- Validate the utility's calculation of demand ratchets
- Validate reactive power charges
- Validate cost-of-service classifications
- Validate minimum monthly charges
- Identify opportunities for tariff optimization



● 9. OPTIONAL ADVANCED AUDIT COMPONENTS

- Power-quality analysis (voltage dips, harmonics)
- Load analysis for equipment optimization
- Energy efficiency opportunities
- HVAC, lighting, and process-load optimization
- Demand response qualification
- Peak shaving opportunities
- Behind-the-meter energy storage modeling
- Solar feasibility integration
- Rate modeling for future growth

★ THE "BIG SECRET" MOST CUSTOMERS DON'T KNOW

Here's the truth about your Utility:

Most utility audit errors are NOT on your bill.

They're buried in the utility's internal system, in the meter setup, in the rate classification, or in the usage data behind the scenes.

99% of customers would never know.

This list above proves it!